

Enterprise Incident Report November 2011

As of 12/5/2011

Administrative Services

First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.

Cells displayed show the number of incidents resolved on first contact during the reporting period.

Top Number - Total Incidents

Bottom Number - First Contact Resolution

Customer Company	High	Low	Medium	FCR Total
Administrative Services	2	136	1	139
	1	81	1	83
Customer Company Total	2	136	1	139
	1	81	1	83

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Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards .

Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and Critical within 30 clock minutes.

Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

Top Number - Total Incidents

Bottom Number - Missed Initial Response

Customer Company	High	Low	Medium	MIR Total
Administrative Services	2 0	136 21	1 0	139 21
Customer Company Total	2 0	136 21	1 0	139 21

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Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards . Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and Critical within 30 clock hour minutes.

Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

Top Number - Total Incidents

Bottom Number -Average time in hours

Customer Company	High	Low	Medium	ATTIR Total
Administrative Services	2 0.43	136 0.48	1 0.24	139 0.48
Customer Company Total	2 0.43	136 0.48	1 0.24	139 0.48

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Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.

Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

Top Number - Total Incidents

Bottom Number - Missed Resolution

Customer Company	High	Low	Medium	MR Total
Administrative Services	2	136	1	139
	1	21	1	23
Customer Company Total	2	136	1	139
	1	21	1	23

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Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.

Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

Top Number - Total Incidents

Bottom Number - Average time in hours

Customer Company	High	Low	Medium	ATTR Total
Administrative Services	2 146.29	136 3.12	1 8.01	139 5.22
Customer Company Total	2 146.29	136 3.12	1 8.01	139 5.22

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Detail

INC000000369140	Doug Hunter	Telecom	Call/Receive	Telephone		TIR Missed: No	TIR: 0.32
	Voice Engineering	Julie Johnson	Administrative Services	Low	Closed	TTR Missed: No	TTR: 1.64
INC000000402068	Scott Bingham	None	None	None		TIR Missed: No	TIR: 0.00
	Capitol Desktop Support	Tom Hanson	Administrative Services	Low	Closed	TTR Missed: Yes	TTR: 9.80
INC000000403772	Emalee Gonsalves	Application	Error	Novell GroupWise		TIR Missed: No	TIR: 0.14
	Capitol Desktop Support	Tom Hanson	Administrative Services	Low	Closed	TTR Missed: Yes	TTR: 15.86
INC000000404034	Lanea Blosser	None	None	None		TIR Missed: No	TIR: 0.00
	Capitol Desktop Support	Tom Hanson	Administrative Services	Low	Closed	TTR Missed: No	TTR: 0.59
INC000000405048	Tani Downing	None	None	None		TIR Missed: No	TIR: 0.68
	Application Services	Martin Gonzalez	Administrative Services	High	Closed	TTR Missed: Yes	TTR: 290.79
INC000000405357	Mary Naylor	None	None	None		TIR Missed: No	TIR: 0.00
	Capitol Desktop Support	Tom Hanson	Administrative Services	Low	Closed	TTR Missed: Yes	TTR: 13.47
INC000000405759	John Reidhead	Application	Error	Novell GroupWise		TIR Missed: Yes	TIR: 5.60
	Application Services	Tony Larsen	Administrative Services	Low	Closed	TTR Missed: Yes	TTR: 8.52
INC000000406455	Karen Peterson	None	None	None		TIR Missed: No	TIR: 0.09
	Help Desk	Sarah Johnson	Administrative Services	Low	Closed	TTR Missed: No	TTR: 0.44
INC000000407007	Evan Taylor	PC/Laptop	Performance	None		TIR Missed: No	TIR: 0.59
	Capitol Desktop Support	Brian Bintz	Administrative Services	Low	Closed	TTR Missed: Yes	TTR: 7.35
INC000000407242	Elizabeth Perkes	Application	None	None		TIR Missed: No	TIR: 0.15
	Capitol Hosting	Mike Tyrrell	Administrative Services	Low	Closed	TTR Missed: Yes	TTR: 7.52
INC000000407596	Isabella Wright	Network	Password	None		TIR Missed: Yes	TIR: 7.22
	Metro D Desktop Support	Eldon Jenson	Administrative Services	Low	Closed	TTR Missed: Yes	TTR: 41.01
INC000000407640	Jerry Gearheart	Application	Error	Sybase Adaptive Server Anywh		TIR Missed: No	TIR: 0.13
	Application Support - DFI	Drew Penrod	Administrative Services	Low	Closed	TTR Missed: No	TTR: 0.13
INC000000407790	Julie Clark	None	None	None		TIR Missed: No	TIR: 0.00
	Capitol Desktop Support	Chad Poll	Administrative Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000407863	Yolanda Larrymore	None	None	None		TIR Missed: No	TIR: 0.00
	Metro D Help Desk	Doug Brown	Administrative Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000407891	Garret Johnston	PC/Laptop	Hardware	None		TIR Missed: Yes	TIR: 1.52
	Capitol Desktop Support	Scott Wunderlich	Administrative Services	Low	Closed	TTR Missed: Yes	TTR: 6.42
INC000000408313	Cynthia S Bowers	None	None	None		TIR Missed: No	TIR: 0.08
	Capitol Desktop Support	Tom Hanson	Administrative Services	Low	Closed	TTR Missed: No	TTR: 0.83

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INC000000408608	Tani Downing	None	None	None		TIR Missed: No	TIR: 0.19
	Application Services	Dustin Crump	Administrative Services	High	Closed	TTR Missed: No	TTR: 1.78
INC000000408762	Brenda Lee	None	None	None		TIR Missed: Yes	TIR: 1.37
	Capitol Desktop Support	Tom Hanson	Administrative Services	Low	Closed	TTR Missed: Yes	TTR: 6.19
INC000000408787	Brian Spencer	None	None	None		TIR Missed: No	TIR: 0.00
	Capitol Desktop Support	Chad Poll	Administrative Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000408939	Larry Simpson	PC/Laptop	Error	None		TIR Missed: Yes	TIR: 1.99
	Capitol Desktop Support	Tom Hanson	Administrative Services	Low	Closed	TTR Missed: No	TTR: 5.07
INC000000408974	Cynthia S Bowers	None	None	None		TIR Missed: No	TIR: 0.06
	Metro D Help Desk	Doug Brown	Administrative Services	Low	Closed	TTR Missed: No	TTR: 0.06
INC000000409037	Crisanta Gwilliam	Application	Reporting	Utah Master Directory		TIR Missed: No	TIR: 0.00
	Help Desk	Vicky Marrelli	Administrative Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000409109	Yolanda Larrymore	Application	Reporting	None		TIR Missed: No	TIR: 0.11
	Capitol Desktop Support	Scott Wunderlich	Administrative Services	Low	Closed	TTR Missed: No	TTR: 0.86
INC000000409501	Steve Canning	Application	Error	Novell GroupWise		TIR Missed: Yes	TIR: 1.62
	Metro C Help Desk	Reed Stohel	Administrative Services	Low	Closed	TTR Missed: No	TTR: 1.62
INC000000409531	Dwight Palmer	PC/Laptop	Hardware	None		TIR Missed: No	TIR: 0.00
	Rural Central Desktop Support	Paul Petersen	Administrative Services	Low	Closed	TTR Missed: No	TTR: 0.58
INC000000409586	Lonny Arnell	None	None	None		TIR Missed: No	TIR: 0.00
	Capitol Desktop Support	Tom Hanson	Administrative Services	Low	Closed	TTR Missed: Yes	TTR: 6.15
INC000000409777	Priscilla Anderson	None	None	None		TIR Missed: No	TIR: 0.00
	Application Development	Terry Davis	Administrative Services	Low	Closed	TTR Missed: No	TTR: 0.05
INC000000409779	Dean Eborn	Telecom	Voice Mail	Telephone		TIR Missed: No	TIR: 0.26
	Voice Operations	Romanza Hamblin	Administrative Services	Low	Closed	TTR Missed: No	TTR: 0.87
INC000000409790	Cynthia S Bowers	Application	Error	BlueZone		TIR Missed: No	TIR: 0.39
	Capitol Desktop Support	Tom Hanson	Administrative Services	Low	Closed	TTR Missed: No	TTR: 4.14
INC000000409867	Mark Austin	PC/Laptop	None	None		TIR Missed: No	TIR: 0.24
	Capitol Desktop Support	Tom Hanson	Administrative Services	Low	Closed	TTR Missed: No	TTR: 5.38
INC000000410067	Jerry Gearheart	Application	Error	Sybase Adaptive Server Anywhere		TIR Missed: No	TIR: 0.12
	Application Support - DFI	Drew Penrod	Administrative Services	Low	Closed	TTR Missed: No	TTR: 0.12
INC000000410105	Leontyne Lloyd	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR: 0.64
	Security	Jed Johnson	Administrative Services	Low	Closed	TTR Missed: No	TTR: 1.05
INC000000410145	Bret Burgon	Mobile Devices	None	Droid		TIR Missed: No	TIR: 0.17
	Application Services	Dustin Crump	Administrative Services	Low	Closed	TTR Missed: No	TTR: 0.26

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INC000000410240	Larry Thacker	None	None	None		TIR Missed: No	TIR: 0.00
	Capitol Desktop Support	Scott Wunderlich	Administrative Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000410351	Leontyne Lloyd	Application	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR: 0.00
	Help Desk	James Stearns	Administrative Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000410355	Lonny Arnell	Application	Reporting	None		TIR Missed: No	TIR: 0.38
	Capitol Desktop Support	Tom Hanson	Administrative Services	Low	Closed	TTR Missed: Yes	TTR: 12.31
INC000000410375	Lanea Blosser	Network	Error	None		TIR Missed: No	TIR: 0.12
	Capitol Desktop Support	Tom Hanson	Administrative Services	Low	Closed	TTR Missed: No	TTR: 2.31
INC000000410467	Gail Youngblood	Application	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR: 0.29
	Capitol Desktop Support	Scott Wunderlich	Administrative Services	Low	Closed	TTR Missed: No	TTR: 0.37
INC000000410512	John Koerner	Mobile Devices	Error	iPhone		TIR Missed: No	TIR: 0.34
	Help Desk	Sarah Johnson	Administrative Services	Low	Closed	TTR Missed: No	TTR: 0.40
INC000000410595	Mark Parry	None	None	None		TIR Missed: No	TIR: 0.00
	Capitol Desktop Support	Scott Wunderlich	Administrative Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000410605	Elizabeth Perkes	Network	None	None		TIR Missed: No	TIR: 0.19
	Metro A Desktop Support	Robert Wall	Administrative Services	Low	Closed	TTR Missed: No	TTR: 1.09
INC000000410607	Alan Barnett	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR: 0.37
	Metro A Desktop Support	Kraig Ellis	Administrative Services	Low	Closed	TTR Missed: No	TTR: 0.37
INC000000410652	Sue Hoskins	Network	Error	None		TIR Missed: No	TIR: 0.29
	Capitol Desktop Support	Scott Wunderlich	Administrative Services	Low	Closed	TTR Missed: No	TTR: 0.29
INC000000410808	Allyson Spevak	None	None	None		TIR Missed: No	TIR: 0.00
	Application Development	Terry Davis	Administrative Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000410841	Dean Eborn	None	None	None		TIR Missed: No	TIR: 0.00
	Capitol Desktop Support	Tom Hanson	Administrative Services	Low	Closed	TTR Missed: Yes	TTR: 6.68
INC000000410865	Sophia Manousakis	PC/Laptop	Error	None		TIR Missed: Yes	TIR: 4.07
	Capitol Desktop Support	Tom Hanson	Administrative Services	Low	Closed	TTR Missed: No	TTR: 4.90
INC000000410876	Garret Johnston	Telecom	Voice Mail	Telephone		TIR Missed: No	TIR: 0.16
	Voice Operations	Romanza Hamblin	Administrative Services	Low	Closed	TTR Missed: No	TTR: 0.24
INC000000410883	Corry Hill	None	None	None		TIR Missed: No	TIR: 0.00
	Capitol Desktop Support	Tom Hanson	Administrative Services	Low	Closed	TTR Missed: Yes	TTR: 15.33
INC000000410926	Shirley Robinson	PC/Laptop	Hardware	None		TIR Missed: No	TIR: 0.00
	Help Desk	Vicky Marrelli	Administrative Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000410950	Garret Johnston	Application	Password	Utah Master Directory		TIR Missed: No	TIR: 0.00
	Help Desk	James Stearns	Administrative Services	Low	Closed	TTR Missed: No	TTR: 0.00

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INC000000410964	Mike Ambre	Application	Password	Utah Master Directory	TIR Missed: Yes	TIR: 1.46
Help Desk	Brenda Treadway	Administrative Services	Low	Closed	TTR Missed: No	TTR: 1.46
INC000000411020	Jake Jacobson	None	None	None	TIR Missed: No	TIR: 0.85
Application Services	Danielle Hood	Administrative Services	Low	Closed	TTR Missed: Yes	TTR: 25.53
INC000000411335	Tara Eutsler	Network	None	Novell Client for 32-bit Windows	TIR Missed: No	TIR: 0.15
Capitol Desktop Support	Scott Wunderlich	Administrative Services	Low	Closed	TTR Missed: No	TTR: 0.39
INC000000411369	Sue Hoskins	Network	Error	Novell Client for 32-bit Windows	TIR Missed: No	TIR: 0.32
Capitol Desktop Support	Scott Wunderlich	Administrative Services	Low	Closed	TTR Missed: No	TTR: 0.32
INC000000411520	Paul Mash	Network	Error	None	TIR Missed: Yes	TIR: 1.16
Capitol Desktop Support	Scott Wunderlich	Administrative Services	Low	Closed	TTR Missed: No	TTR: 1.16
INC000000411527	Larry Simpson	Network	Error	Novell Client for 32-bit Windows	TIR Missed: Yes	TIR: 1.08
Capitol Desktop Support	Tom Hanson	Administrative Services	Low	Closed	TTR Missed: No	TTR: 5.17
INC000000411694	Russ Jessop	Application	Error	Employee Gateway	TIR Missed: No	TIR: 0.00
Help Desk	Vicky Marrelli	Administrative Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000411731	Garret Johnston	Application	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR: 0.00
Help Desk	Vicky Marrelli	Administrative Services	Low	Closed	TTR Missed: No	TTR: 1.25
INC000000411873	Michael Marshall	Mobile Devices	Error	None	TIR Missed: No	TIR: 0.80
Application Services	Danielle Hood	Administrative Services	Low	Closed	TTR Missed: No	TTR: 5.76
INC000000411911	Sue Hoskins	None	None	None	TIR Missed: No	TIR: 0.70
Capitol Desktop Support	Scott Wunderlich	Administrative Services	Low	Closed	TTR Missed: No	TTR: 1.48
INC000000412482	Reed Taylor	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR: 0.00
Metro D Help Desk	Jed Patrick	Administrative Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000412603	Paul Mash	None	None	None	TIR Missed: No	TIR: 0.00
Capitol Desktop Support	Scott Wunderlich	Administrative Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000412764	Shirley Williams	Network	Password	Novell ConsoleOne	TIR Missed: No	TIR: 0.12
Capitol Desktop Support	Scott Wunderlich	Administrative Services	Low	Closed	TTR Missed: No	TTR: 2.62
INC000000412808	Anne McNally	EIS Hardware	Printer	None	TIR Missed: No	TIR: 0.31
Strategic Communications	Kerry Williamson	Administrative Services	Low	Closed	TTR Missed: No	TTR: 0.31
INC000000412864	John Burningham	PC/Laptop	Hardware	None	TIR Missed: Yes	TIR: 1.35
Capitol Desktop Support	Scott Wunderlich	Administrative Services	Low	Closed	TTR Missed: No	TTR: 3.72
INC000000412970	Lee Ericksen	PC/Laptop	Error	None	TIR Missed: Yes	TIR: 3.29
Capitol Desktop Support	Tom Hanson	Administrative Services	Low	Closed	TTR Missed: No	TTR: 4.02
INC000000412992	Nikki Sanchez	PC/Laptop	Hardware	None	TIR Missed: No	TIR: 0.22
Capitol Desktop Support	Scott Wunderlich	Administrative Services	Low	Closed	TTR Missed: No	TTR: 3.62

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INC000000413176	Larry Simpson Capitol Desktop Support	PC/Laptop Tom Hanson	Hardware Administrative Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.21 2.83
INC000000413271	Lee Ericksen Voice Operations	Telecom Lois Schow	Voice Mail Administrative Services	Telephone Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000413319	Jerry Sheets Capitol Desktop Support	None Scott Wunderlich	None Administrative Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000413348	Loretta Tatum Capitol Desktop Support	None Scott Wunderlich	None Administrative Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 4.39
INC000000413356	Darrell Swensen Capitol Desktop Support	None Tom Hanson	None Administrative Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.57
INC000000413383	Andy Wright Security	Application Jed Johnson	Reporting Administrative Services	Novell GroupWise Low	Closed	TIR Missed: Yes TTR Missed: No	TIR: TTR:	2.42 2.97
INC000000413416	Julie D'Alesandro Capitol Desktop Support	None Tom Hanson	None Administrative Services	None Low	Resolved	TIR Missed: No TTR Missed: Yes	TIR: TTR:	0.00 19.02
INC000000413726	Michael Rigby Application Services	Application Tony Larsen	None Administrative Services	Novell GroupWise Low	Resolved	TIR Missed: Yes TTR Missed: Yes	TIR: TTR:	2.15 33.49
INC000000413778	Ken Hansen Capitol Desktop Support	PC/Laptop Tom Hanson	Error Administrative Services	None Medium	Closed	TIR Missed: No TTR Missed: Yes	TIR: TTR:	0.24 8.01
INC000000413791	Kent D Beers Internal Application Development	Application David Yearsley	Error Administrative Services	Action Request System Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.17 0.46
INC000000414091	Kurt Baxter Capitol Desktop Support	Application Scott Wunderlich	Error Administrative Services	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 3.74
INC000000414206	Doug Stout Metro D Help Desk	Network Jed Patrick	Password Administrative Services	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000414424	Rick James Metro D Help Desk	Network Doug Brown	Password Administrative Services	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000414514	Sue Lundquist Capitol Desktop Support	Application Tom Hanson	Error Administrative Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.96 2.32
INC000000414681	Julie D'Alesandro Capitol Desktop Support	Application Tom Hanson	Error Administrative Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.72 2.21
INC000000414774	Joshua Bullough Metro A Help Desk	Print/Copy/Scan/Fax Ed Conrad	Incident Administrative Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.05 0.29
INC000000414882	Jan Rogerson Capitol Desktop Support	Application Brian Bintz	Password Administrative Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.09 0.29

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INC000000415051	Isabella Wright	Application	Error	Utah Master Directory	TIR Missed: No	TIR: 0.00
Help Desk	Brenda Treadway	Administrative Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000415079	Randy Viertel	Print/Copy/Scan/Fax	None	None	TIR Missed: No	TIR: 0.00
Rural Central Desktop Support	Paul Petersen	Administrative Services	Low	Closed	TTR Missed: No	TTR: 0.58
INC000000415124	Isabella Wright	None	None	None	TIR Missed: No	TIR: 0.00
Operations Production Control	Christie Burnham	Administrative Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000415176	Julie D'Alesandro	None	None	None	TIR Missed: No	TIR: 0.00
Capitol Desktop Support	Tom Hanson	Administrative Services	Low	Closed	TTR Missed: No	TTR: 1.60
INC000000415660	Rick James	Application	Password	Utah Master Directory	TIR Missed: No	TIR: 0.00
Help Desk	Brenda Treadway	Administrative Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000415723	Andy Wright	None	None	None	TIR Missed: No	TIR: 0.00
Metro D Help Desk	Doug Brown	Administrative Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000415865	Sandy Leota	Application	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR: 0.00
Help Desk	Vicky Marrelli	Administrative Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000415983	Dan Martinez	Application	Reporting	Novell GroupWise	TIR Missed: No	TIR: 0.32
Application Services	Paul Lundell	Administrative Services	Low	Closed	TTR Missed: No	TTR: 0.32
INC000000416264	Scott Sutherland	Network	Error	None	TIR Missed: Yes	TIR: 1.23
Metro B Desktop Support	Peter Musser	Administrative Services	Low	Resolved	TTR Missed: No	TTR: 1.25
INC000000416296	Kurt Baxter	None	None	None	TIR Missed: No	TIR: 0.00
Capitol Desktop Support	Scott Wunderlich	Administrative Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000416346	Sheri Wolfley	Network	Error	Novell Client for 32-bit Windows	TIR Missed: No	TIR: 0.24
Capitol Desktop Support	Scott Wunderlich	Administrative Services	Low	Closed	TTR Missed: Yes	TTR: 8.19
INC000000416743	Jim Giles	Application	Password	Utah Master Directory	TIR Missed: No	TIR: 0.07
Help Desk	Vicky Marrelli	Administrative Services	Low	Resolved	TTR Missed: No	TTR: 0.28
INC000000417065	John Harrington	None	None	None	TIR Missed: No	TIR: 0.00
Capitol Desktop Support	Scott Wunderlich	Administrative Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000417202	Crisanta Gwilliam	None	None	None	TIR Missed: No	TIR: 0.00
Capitol Desktop Support	Tom Hanson	Administrative Services	Low	Closed	TTR Missed: No	TTR: 0.59
INC000000417687	Loretta Potter	Network	Error	None	TIR Missed: No	TIR: 0.56
Voice/Data/WAN Services	Mitch Hood	Administrative Services	Low	Resolved	TTR Missed: Yes	TTR: 8.98
INC000000417837	Milton VanderLinde	Application	None	Novell GroupWise 32-bit Windows	TIR Missed: No	TIR: 0.00
Rural South Desktop Support	Lance Nay	Administrative Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000417841	Susan Hunt	Application	Error	PGP	TIR Missed: No	TIR: 0.00
Rural North Desktop Support	Kim Ratushniak	Administrative Services	Low	Closed	TTR Missed: No	TTR: 0.00

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INC000000418114	Lee Ericksen Capitol Desktop Support	Network Paul Ross	Error Administrative Services	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.14 0.58
INC000000418175	Sue Hoskins Capitol Desktop Support	PC/Laptop Scott Wunderlich	Error Administrative Services	None Low	Resolved TIR Missed: No TTR Missed: No	TIR: TTR:	0.34 0.74
INC000000418179	Anne McNally Capitol Desktop Support	PC/Laptop Tom Hanson	Error Administrative Services	None Low	Resolved TIR Missed: No TTR Missed: Yes	TIR: TTR:	0.21 12.89
INC000000418219	Dan Martinez Help Desk	Network Sarah Johnson	Error Administrative Services	Novell Client for 32-bit Windows Low	TIR Missed: Yes TTR Missed: No	TIR: TTR:	1.01 1.15
INC000000418228	Matthew Boyer Application Services	Telecom Danielle Hood	None Administrative Services	None Low	Resolved TIR Missed: Yes TTR Missed: No	TIR: TTR:	1.01 2.39
INC000000418231	Matthew Boyer Capitol Desktop Support	PC/Laptop Scott Wunderlich	Hardware Administrative Services	None Low	Resolved TIR Missed: No TTR Missed: No	TIR: TTR:	0.10 0.52
INC000000418241	Brenda Lee Metro D Help Desk	Print/Copy/Scan/Fax Doug Brown	Queue Administrative Services	None Low	Resolved TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000418254	Sheila Bird Capitol Desktop Support	None Scott Wunderlich	None Administrative Services	None Low	Resolved TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000418523	Bob Steinike Metro A Desktop Support	Application Nancy Hachmeister	Error Administrative Services	Novell GroupWise Low	Resolved TIR Missed: No TTR Missed: No	TIR: TTR:	0.15 2.28
INC000000418562	John Burningham Capitol Desktop Support	PC/Laptop Scott Wunderlich	Error Administrative Services	None Low	Resolved TIR Missed: Yes TTR Missed: No	TIR: TTR:	1.01 1.18
INC000000418727	Bret Burgon Capitol Desktop Support	Network Chad Poll	None Administrative Services	Novell eDirectory Low	Resolved TIR Missed: Yes TTR Missed: No	TIR: TTR:	1.37 3.54
INC000000418911	Brian Spoon Rural North Desktop Support	Network Ruston McKay	Password Administrative Services	Novell Client for 32-bit Windows Low	Resolved TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000418968	Debbie Hood Capitol Desktop Support	Network Brian Bintz	Error Administrative Services	None Low	Resolved TIR Missed: No TTR Missed: No	TIR: TTR:	0.50 5.84
INC000000418977	Brian Spoon Rural North Desktop Support	None Ruston McKay	None Administrative Services	Novell Client for 32-bit Windows Low	Resolved TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.86
INC000000418987	Anne Stehno Voice Operations	Telecom Romanza Hamblin	Hardware Administrative Services	Telephone Low	Resolved TIR Missed: No TTR Missed: No	TIR: TTR:	0.12 0.75
INC000000419149	Jeff Reddoor Rural South Desktop Support	Application Joel Finlinson	Reporting Administrative Services	Novell GroupWise Low	Resolved TIR Missed: No TTR Missed: No	TIR: TTR:	0.15 0.15
INC000000419278	Cee Cee Niederhauser Help Desk	Telecom Brenda Treadway	Feature Administrative Services	Telephone Low	Resolved TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00

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INC000000419529	Jan Rogerson Capitol Desktop Support	Application Scott Wunderlich	Error Administrative Services	Novell GroupWise Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.06 1.49
INC000000419843	Garret Johnston Application Services	Application Tony Larsen	Error Administrative Services	Novell GroupWise Low	Resolved	TIR Missed: Yes TTR Missed: Yes	TIR: TTR:	6.04 35.69
INC000000419888	Emalee Gonsalves Capitol Desktop Support	Application Tom Hanson	Error Administrative Services	None Low	Resolved	TIR Missed: Yes TTR Missed: No	TIR: TTR:	1.53 2.21
INC000000420889	Sheri Wolfley Help Desk	Network Julie VanBeekum	Password Administrative Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000420913	Gary Robertson Application Services	Mobile Devices Danielle Hood	Error Administrative Services	Droid Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.10 1.04
INC000000421041	Tanya Price Capitol Desktop Support	None Tom Hanson	None Administrative Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 1.32
INC000000421080	Matthew Boyer Capitol Desktop Support	None Scott Wunderlich	None Administrative Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000421136	Brian E Nelson Help Desk	Mobile Devices Vicky Marrelli	None Administrative Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.14
INC000000421163	Anne McNally Metro D Help Desk	None Doug Brown	None Administrative Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000421185	Anne McNally Strategic Communications	EIS Hardware Dennis Rogers	None Administrative Services	None Low	Resolved	TIR Missed: No TTR Missed: Yes	TIR: TTR:	0.11 6.09
INC000000421215	Michael Rigby Capitol Desktop Support	None Scott Wunderlich	None Administrative Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000421378	Bret Burgon Application Services	Application Martin Gonzalez	Reporting Administrative Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.11 0.29
INC000000421438	Lynn Hinrichs Capitol Desktop Support	Mobile Devices Scott Wunderlich	Error Administrative Services	Ipads Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.16 0.96
INC000000421778	Sheila Love Help Desk	Print/Copy/Scan/Fax James Stearns	None Administrative Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.17 0.17
INC000000421860	Brian Spoon Rural North Desktop Support	None Ruston McKay	None Administrative Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000422332	Helen Maw Capitol Desktop Support	None Chad Poll	None Administrative Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000422335	Terre Marshall Capitol Desktop Support	None Chad Poll	None Administrative Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00

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Administrative Services

INC000000422463	Dave Latter	PC/Laptop	Error	None		TIR Missed: No	TIR:	0.99
	Metro C West Desktop Support	Cody Flanders	Administrative Services	Low	Resolved	TTR Missed: No	TTR:	0.99
INC000000422817	Garret Johnston	Application	Error	State Payroll Time Entry System		TIR Missed: No	TIR:	0.00
	Help Desk	Vicky Marrelli	Administrative Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000422874	Dorothy Phillips	Application	None	Novell GroupWise		TIR Missed: No	TIR:	0.00
	Metro D Help Desk	Doug Brown	Administrative Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000423004	Kurt Baxter	None	None	None		TIR Missed: No	TIR:	0.00
	Capitol Desktop Support	Scott Wunderlich	Administrative Services	Low	Resolved	TTR Missed: No	TTR:	0.00